

REQUEST FOR PROPOSAL

**Request for Proposal for Hiring
Agency for ISO-9001:2015 (Quality
Management System (QMS))
Certification Services.**



Nagar Nigam, Gorakhpur,
Uttar Pradesh 273001
Email ID: - nagarnigamgkp@gmail.com

Nagar Nigam Gorakhpur

Nagar Nigam Gorakhpur

Letter No. 108/AMC/NNG/2024-25,

Date :- 28/ 08/2024

Request for Proposal (RFP)

Request for Proposal for Hiring Agency for ISO-9001:2015 (Quality Management System (QMS)) Certification Services.

The Bidders have to participate through offline Nagar Nigam, Gorakhpur office. RFP document can be seen and obtained from website <https://gorakhpurnagarnigam.up.gov.in> interested bidders/Firms may view and download EOI document and submit their proposals, duly filled, offline as per schedule given below:-

S.No.	Description	Date and Time
1	Date of submission of proposal.	05-09-2024 till 03:00 pm
2	Opening of proposal	05-09-2024 till 03:30 pm

For the further details contact during office hour on phone number 8810709301


Additional Municipal Commissioner
Municipal Corporation Gorakhpur

Invites Bid from consultancy agency for providing the ISO certification for QMS as per ISO 9001:2015 for Commission at Gorakhpur.

Scope of Proposal:

1. Proposal is invited for comprehensive consultancy service for obtaining ISO 9001:2015 Certification for various services of Municipal Corporation.

The Scope of Consultancy is to be covered under the following mentioned points:

- i.** Services provided by Corporation.
- ii.** Documents and record control
- iii.** File & Document management system
- iv.** Intra-Departmental Communication

List of Deliverables:

- i. Training of the Departmental Officials:** The core team identified by the organization and the staff in the Corporation are to be given a comprehensive training to give proper awareness about the quality management systems and assist in its overall acceptance and adoption. The eight principles of quality management, such as leadership, process approach, involvement of people, system approach to management, customer focus, factual approach to decision making, internal audit and continual improvement, mutually beneficial supplier relationship and their practical application in the workplace should be covered in the training. Internal auditor training is also required at the final stages.
- ii. Conduct of Gap Analysis:** Review of current performance of the concerned section and to identify short comings, if any, and develop. Quality Management Systems (QMS) by identifying and describing the process that will ensure the Section's proper functioning.
- iii. Planning and documentation for ISO compliant Quality Manual, Standard Operating Procedures, Forms and Formats:** Documentation/flow chart are to be developed for:
 - a. Internal audit processes, Pre-assessment audit for preparedness for ISO 9001:2015 Certification.
 - b. Preventive and Corrective action
 - c. Development and maintenance of a comprehensive quality records system for the QMS documentation and other documents.
 - d. Document and record control process (FDMS)
 - e. Management Responsibility process.
 - f. Customer process.
- iv. Implementing the QMS:** Establish documents and work instructions that need to be included in the QMS including procedures for document control.
- v. Conducting mock audit/ mock assessment and reviewing the progress periodically:** Perform periodic gap analysis/audits and take appropriate action wherever necessary to improve the processes and to assess the organization's readiness for audit till certification.

- vi. Preparatory activities for obtaining certificate:**
 - a. Submission of application on prescribed proforma along with necessary documents and fees to a statutory body authorized for issuing the quality system certification (ISO)
 - b. Submission of quality manual and related documents to the certifying body when asked for.
 - c. Taking corrective actions on non-conformities as observed by the certifying assessment team and getting them verified and accepted by the certifying authority.
 - d. Consultant will assist in implementation of systems/procedures required for ISO certification.
- vii. Training and guidance swachhta and 5'S (sort, set in order, shine, standardize, sustain) Concept.**

Time Schedule:

Time schedule for receipt of certificate is expected to be of 2 months from the date of contract.

Additional Terms and Conditions:

- a. The firm should indicate the name of the certifying agency who are recognized internationally to issue such certificate. (If Possible)
- b. Participating bidder needs to submit all related documents and documentary proof of successful implementation of ISO 9001:2015 in any reputed organization along with bid.
- c. Anything which is not covered but essentially required for certification should also be in the scope of consultancy.
- d. The award of contract is not transferable.

Eligibility Criteria:

- a. The bidder should have professional expertise in consultancy for obtaining ISO 9001:2015 Certification for Offices under Government of UP.
- b. Bidder must submit the documentary evidence of 04 works (along with work order or contract) for ISO certification consultancy for Offices under Government of UP.
- c. The average annual turnover for last three years must be more than 5 lakhs.
- d. The firm should be ISO 9001:2015 certified.
- e. Reference and contact person addresses of a minimum of 03 govt. organizations for which the bidder has completed the consultancy services in obtaining ISO certification must be quoted.
- f. The profile of the consultancy firm indicating the projects handled qualified staff available to handle these projects, turn-over, contact details including email id & phone/mobile etc. are to be furnished. The firm must have qualified man power competent enough to handle the work for which bids have been submitted.
- g. The bidder will submit compliance statement of all terms & conditions of request for proposal document duly stamped and signed by the authorized signatory of the firm.

2. All the agencies which are qualified in technical evaluation will be invited to submit financial details for evaluation.

Dispute Settlement:

In the case of any dispute, the decision of courts in Gorakhpur Jurisdiction shall be binding and final.

Communication related to any clarification:

The interested parties may write to Secretary, NNG on his email id - nagarnigamgkp@gmail.com for any clarification or any further information required in this regard.